

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT
Illinois Commerce Commission
527 E. Capital Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case:

08-0149

ORIGINAL

Regarding a complaint by (Person making the complaint): THEODORE J. CASTANES

Against (Utility name): Peoples Energy

As to (Reason for complaint) switched meters at 2323 W.
Montrose, unit 2W with 3 E resulting in
overbilling.

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 1330 Royal Oak Ln., Glenview, IL

The service address that I am complaining about is 2323 W Montrose, 2W, Chgo 60618

My home telephone is (773) 618-9510

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (312) 332-1700

My e-mail address is ted@k-c.net I will accept documents by electronic means (e-mail) ☒ Yes ☐ No

(Full name of utility company) Peoples Energy (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

220 5/8-303

220 5/9-252.1

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint? ☒ Yes ☐ No

Has your complaint filed with that office been closed? unknown ☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

please see Exhibit "A" attached.

Please clearly state what you want the Commission to do in this case:

Order Peoples Energy to refund me
\$ 1,321.92 plus interest and attorneys fees

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy **and** a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: 2/20/08
(Month, day, year)

Complainant's Signature: Theodore J. Castanes

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

I am an attorney and will represent myself.

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

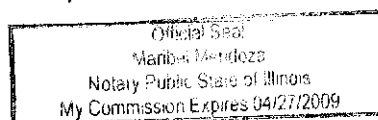
A notary public must witness the completion of this part of the form.

I, THEODORE J. CASTANES, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Theodore J. Castanes
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 2/20/08

Maribel Mendez
Signature, Notary Public, Illinois



(NOTARY SEAL)

NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.

Exhibit A to Complaint of Theodore J. Castanes against Peoples Energy

1. Theodore J. Castanes owned and resided at 2323 W. Montrose, 2W, Chicago, Illinois from March 2003 through June 2005.
2. During that time natural gas service was provided by Peoples Energy.
3. In February 2004 Theodore J. Castanes contacted Peoples Energy complaining of a utility bill which was \$294.71. At the time Theodore J. Castanes requested that someone investigate the bill due to the fact that the condominium was only 1,400 square feet and that he had been keeping the heat at 65 during the day and while sleeping. Peoples Gas responded that this was not abnormal usage and took no further action.
4. Theodore J. Castanes contacted Peoples Energy again in January 2005 complaining about a gas bill which was \$296.26. Theodore J. Castanes again requested that someone investigate and was again told that this was not unusual usage for the size of the condominium.
5. Theodore J. Castanes sold the unit to Megan Bauer and closed on or about July 1, 2005.
6. In March 2007, Theodore J. Castanes was advised by one of the residents of the building that she had learned that the gas meter for unit 2W had been switched with the gas meter for unit 3E. Unit 3E is a two story unit and has significantly more square footage.
7. Theodore J. Castanes immediately called Peoples Energy to advise that he was the former owner and had complained on two prior occasions about the gas bills which he had just learned were actually for unit 3E not 2W due to the meters being switched. Theodore J. Castanes was advised that the matter would be investigated and he would be contacted.
8. Despite repeated calls to Peoples Energy all Theodore J. Castanes received was the proverbial "run around" until he became so insistent in August 2007 that he finally learned the name of John Riordan in the billing department and contacted him directly. Thereafter various calls lead to a settlement offer of \$250.00 which was finally rejected.
9. Theodore J. Castanes has calculated an overpayment of \$1,321.92 for the period of time between June 2003 and July 2005 based on examining his cancelled checks to Peoples Energy and comparing them to the actual bills for unit 3E.

10. On January 9, 2007 Theodore J. Castanes sent John Riordan the supporting documentation for the claim of \$1,321.92 and no response has been forthcoming.
11. Peoples Energy has denied that Theodore J. Castanes called to complain in 2004 or 2005 and has refused to reimburse the overpayment in the sum of \$1,321.92.
12. Peoples Energy has further denied that they can produce any records going back more than two years and cannot calculate the overpayment for any more than two years from the present.
13. I wish to reserve the right to increase my request for a refund if it is found that Peoples Energy in fact has records for the billing for unit 2W and 3E for the entire time period I owned the condominium.